

## Caravan and Trailer Assistance

In the event that your vehicle is transported for repair work, VTNZ Roadside Assistance will also arrange transport for your caravan or trailer at your expense.

## Personal Assistant booking services

When you are on the on road travelling and you want something special you can contact us and we will arrange the booking or service at your cost e.g.

- Flower and gift delivery
- Dining information and reservations
- Sports and event bookings
- Golf course reservations
- Hotels, motels and holiday resorts
- Leisure and sport centres
- Travel agents, rental car referrals and bookings

All costs associated with this service will be the responsibility of the customer. Credit card payment will be required to book and pay for any services requested.

## Policy conditions and exclusions

Once you have contacted VTNZ Roadside Assistance for breakdown service, it is vital that you are with your vehicle at the designated time for the arrival of the service agent. If the vehicle is unattended, work cannot be carried out on your vehicle and payment may be required for any subsequent call-outs, prior to sending further assistance.

Hotel Accommodation Assistance, Rental Car Assistance, Alternative Travel Assistance, Taxi and Vehicle Recovery Assistance benefits may only be provided in those cases where the vehicle has been immobilised more than 100km from home and cannot be repaired within 24 hours. The transportation from the breakdown location to a repairer, or authorised service centre, must be pre-approved by VTNZ Roadside Assistance.

In the interest of providing a quality service at a competitive price, VTNZ Roadside Assistance reserves the right to amend or withdraw services where use is excessive due to lack of regular preventative maintenance, non compliance to rectify any recurring failures or numerous call-outs due to owner/driver related error.

For VTNZ Roadside Assistance for vehicles located off public roads, all costs will be the member's responsibility.

In the event that you request assistance but your policy has lapsed or you have used up your specified policy call-outs, we will give up to 30 days discretion to renew your policy. You will be asked to pay a case fee of \$60, plus a call out fee of \$75 to provide service. Costs relating to parts, labour and any other associated costs for the repair of your vehicle, including replacement batteries or tyres, will be at the cost of the owner/driver. The case fee will be reimbursed upon receipt of proof of renewal of a VTNZ Roadside Assistance policy within 30 days of service.

All entitlements and prices are valid as of 01/10/2010 and are subject to change without notice - see VTNZ website for terms and conditions [www.vtnz.co.nz](http://www.vtnz.co.nz)

**VTNZ Roadside Assistance shall not be held responsible for and is not required to provide any services where any of the following occur:**

- a) The vehicle has undergone unauthorised modifications or accessories have been fitted to the vehicle which is not approved by the manufacturer.
- b) Where the vehicle has been driven outside its legal description of use.
- c) Where the vehicle does not have a current Warrant of Fitness (WoF) or Certificate of Fitness (CoF).
- d) The vehicle is carrying more passengers or towing a greater weight than that for which it was designed as stated in the manufacturer's specifications.
- e) Improper, unauthorised, reckless or negligent operation of the vehicle or misuse of the vehicle.
- f) Loss or damage directly or indirectly in consequence of war, invasion, act of God, act of foreign enemies, hostilities whether war be declared or not, civil war, rebellion, insurrection, terrorism, military and usurped power, riot, or civil commotion or sabotage.
- g) Mechanical breakdown due to driver related damage or misuse of the vehicle; assistance will still be provided. However the driver will be responsible for all costs.
- h) VTNZ Roadside Assistance shall not be held responsible for any damage to or theft of objects and accessories that are left in or outside the vehicle but will exercise all due care to leave the vehicle secure where able to do so.
- i) VTNZ Roadside Assistance will look to recover the cost of any breakdowns resulting from unauthorised repairs or from faulty workmanship performed by service stations, garages or other people causing a breakdown, damage or failure.
- j) VTNZ Roadside Assistance excludes liability from members where loss or damage results from the influence of intoxicating substances or drugs which exceed the limits prescribed by law.

# Roadside Assistance Policy

VTNZ Roadside Assistance  
is a New Zealand wide  
24 hour, 7 day comprehensive  
roadside assistance programme

0800 882 432

Keep this handy in your glove box



**vtnz**

Check in...drive on...

The security of VTNZ Roadside Assistance is only a phone call away. We help relieve the stress of breaking down or being stuck on the side of the road. The VTNZ Roadside Assistance service is provided by NZ Roadside Assistance Ltd (NZRA), which has an extensive network of more than 1200 recovery vehicles covering all of New Zealand. Details of the terms and conditions of your Roadside Assistance cover are listed within this brochure, and available on the VTNZ website, [www.vtnz.co.nz](http://www.vtnz.co.nz).

If you sell your current vehicle and purchase a new vehicle, please contact VTNZ Roadside Assistance to update your policy with the new vehicle information.

**VTNZ Roadside Assistance** provides owners of VTNZ policies with 24 hours/7 days a week access to:

- Battery jumpstart
- 'Locked in key' recovery or spare key delivery
- Flat tyre – fitting the spare wheel
- Emergency fuel delivery (excludes cost of fuel)
- Minor emergency repairs
- Towing to the nearest repairer up to \$60 (customer pays additional cost). (Excludes a motor home longer than 5.5m and light commercial vehicles greater than 3.5 tonnes)
- Technical advice over the phone
- Location/map assistance if you are lost
- Accident coordination & repair management with your insurer

**Roadside Assistance Callout** covers the labour cost up to \$100 to send out a service agent to attend your vehicle. Cover excludes any parts required to repair your vehicle; the supply of fuel to refill your vehicle; a locksmith or windscreen glazier; these will be at the expense of the member. Payment by Credit Card or Eftpos will be required for these additional costs after service is complete.

## POLICY BENEFITS

### WoF+Roadside (1 call-out per 6 months) VTNZ Annual Roadside (3 call-outs per year)

#### Minor roadside repairs

VTNZ Roadside Assistance will cover the costs for minor roadside emergency repairs – e.g. replace fuses, temporary repair to air hoses, coolant hoses, minor electrical repairs etc.

Parts can be supplied at the member's expense e.g. drive/fan belts, radiator hoses etc.

#### Technical Advice

The majority of VTNZ Roadside Assistance operators are trained customer service operators and provide technical advice over the telephone in relation to the vehicle operation e.g. safety warnings or lights that may appear or technical information regarding your vehicle. This may assist you to mobilise the vehicle without the need to wait for a VTNZ Roadside Assistance agent to arrive.

#### Battery & Parts Replacement

VTNZ Roadside Assistance will arrange a service agent to jumpstart your vehicle's flat battery. If the battery needs to be replaced, the cost of the battery and any parts are at the member's expense.

#### Emergency Fuel

VTNZ Roadside Assistance will arrange the delivery of emergency fuel to your vehicle. The cost of the fuel is at the member's expense.

#### Lock Out Assistance

Where your key has been locked inside the vehicle, lost or stolen, VTNZ Roadside Assistance will either arrange for the spare key to be delivered to you by taxi or arrange for a locksmith to attend. Locksmith services or new keys required will be at the member's expense. We will not attempt forced entry of vehicles unless requested/instructed to, by the owner of the vehicle. VTNZ Roadside Assistance will not be held liable for any damages if asked to attempt forced entry.

#### Towing

In the event your vehicle is immobilised or unsafe to drive, VTNZ Roadside Assistance will cover the initial tow of your vehicle to your choice of repairer or place of safety up to the value of \$60 or will hold the vehicle until the nearest repairer is available during business hours.

#### Driver Assistance

VTNZ Roadside Assistance can assist with location or map assistance when you are lost.

#### Urgent Message Relay

In the event of a breakdown or accident, VTNZ Roadside Assistance can connect you with family members, friends or business associates so as to notify them of any possible delays. Alternatively, you may wish VTNZ Roadside Assistance to notify these people for you.

#### Accident Coordination & Management

If your vehicle has been involved in an accident we can arrange to tow your vehicle to a repairer of your or your insurer's preference. All costs associated with this service will be at your expense. VTNZ Roadside Assistance can also provide a full accident management service where the stress of these events is managed on your behalf at no cost to you if you are fully insured. VTNZ Roadside Assistance will also advise you of the appropriate information that you should obtain from all other parties involved in the accident and, where necessary, advise if the Police, Ambulance or Fire Brigade need to attend the accident scene.

#### Emergency Windscreen

VTNZ Roadside Assistance can arrange for the emergency repair or replacement of a damaged windscreen. All costs associated with this service would be at the member's expense (or Insurance Company if insured for this risk).

### VTNZ Premium Roadside (3 call-outs per year)

These additional benefits are provided to you when the vehicle is immobilised over 100 kilometres from your home and cannot be repaired within 24 hours;

#### Towing

Includes all the features of Annual Roadside Towing up to the value of \$100.

#### Hotel Accommodation Assistance

VTNZ Roadside Assistance will arrange and provide hotel accommodation if requested, for you and up to four passengers for a maximum of 3 nights up to the value of \$150 per night.

#### Rental Car Assistance

VTNZ Roadside Assistance will arrange and provide a rental car, if requested by you, for up to 3 days up to the value of \$130 per day. Rental car entitlements cease once the vehicle has been repaired. The driver/hirer of the rental vehicle will be responsible for all fuel costs, excess kilometre charges, any damages and excess payable on the rental car used during the rental period or the excess payable in the event of damage.

#### Alternative Transport Assistance

If your vehicle cannot be repaired and hotel accommodation or a rental car cannot be provided, VTNZ Roadside Assistance will arrange and provide alternative transport where possible for you and any four passengers travelling in the vehicle to return home or to their intended destination. VTNZ Roadside Assistance will be responsible for the travel cost up to the value of \$100 per person.

#### Emergency Taxi Transport

VTNZ Roadside Assistance will arrange and pay for taxi transport where the policy holder's vehicle is transported after a breakdown, not an accident, up to the value of \$30 per event.

#### Parts & Service Locator

When you are travelling away from home, it may be difficult to locate repairers in unfamiliar areas. At your request, VTNZ Roadside Assistance will advise the location of appropriate dealers, repair workshops, tyre and windscreen suppliers, etc. throughout New Zealand

#### Vehicle Recovery Assistance

When the vehicle has been repaired, VTNZ Roadside Assistance will arrange and provide for delivery of the vehicle to the home address or intended destination. All costs associated with this service will be at the member's expense.